

Office Operations Associate

Position # 338254

August, 2018

Position Summary

This position has extensive contact with the general public, insurance consumers, and other state agencies. This position responds to requests for information, mails individual consumer information brochures, and provides administrative service assistance to agency operations. The position also provides program support and back up to Central Records, the Office Management Specialist, Executive Staff Assistants, and to Legislative Relations and Communications. This position is also responsible for coordinating the operations and organization of the agency mailroom, and for ensuring that an adequate amount of supplies and brochures are in stock.

Goals and Worker Activities

35% A. Providing office operation support.

- A1. Serve as the agency receptionist and mail clerk.
- A2. Maintain smooth operations of the front desk and mail room areas.
- A3. Communicate with members of the public and other state agencies and inform staff of visitors.
- A4. Receive all incoming calls on main lines and direct them to appropriate staff members.
- A5. Maintain daily log of incoming telephone calls and prepare monthly telephone report.
- A6. Provide daily support services, which include answering the agency's mainline line, greeting visitors, distributing and sorting mail.
- A7. Provide daily support services, such as typing, filing, updating and maintaining publication materials.
- A8. Provide visitors with assistance in determining the appropriate staff that specializes in the area of their needs.
- A9. Pick-up and sort mail twice a day (more often during peak workloads). Identify and resolve issues relating to mail pickup and distribution. Date, stamp, sort, and distribute all incoming mail in appropriate mail slots.

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A10. Handle requests for special deliveries with delivery providers such as United Parcel Service, FedEx or the United States Postal Service.

A11. Establish and maintain a log of visitors to the agency.

30% B. Provide support to Central Records, the Microfiche project, and the Office Management Specialist.

B1. Assist with projects in Central Records.

B2. Provide support to the agency's Microfiche projects, as requested, and other special projects, as directed.

B3. Provide and maintain wireless information to OCI employees by maintaining a spreadsheet tracking wireless usage of personal use.

B4. Provide support to the Office Management Specialist in dealing with confidential information, such as scanning and filing documents.

B5. Maintain the policy and procedure-tracking database by reviewing them and reporting outcomes to the Office Management Specialist.

20% C. Provide a variety of administrative assistance to OCI.

C1. Prepare certified mail for pick up.

C2. Handle process of service notices.

C3. Assist in preparing mailings for the agency, as requested.

C4. Assist in hand-delivery of materials to other agencies, as requested.

C5. In coordination with the Legislative Relations and Communications unit, establish and maintain a system to provide newspaper clips and other updated and timely insurance information to senior managers on a daily basis.

C6. Identifying, collecting, and preparing materials for distribution on relevant issues and newsworthy events.

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- C7. Serve as the administrative back-up support for the Office of the Commissioner, as necessary, to handle telephone and personal contacts and other administrative duties, as requested and directed.

10% D. Provide consumer information and publications as requested.

- D1. Respond to telephone requests for insurance consumer information by mailing publications.
- D2. Fill requests for information received by telephone to the Information Section.
- D3. Establish and maintain a system to track and keep accurate records of all publications and subscription services.

5% E. Carry out special projects and assignments, as directed, by the Direct Supervisor, Office Management Specialist or team lead.

Knowledge, Skills, and Abilities

1. Knowledge of general office practices and procedures.
2. Effective oral and written communication skills.
3. A high level of organizational skills with a precise attention to detail.
4. Knowledge of Microsoft Office.
5. Ability to establish and maintain effective working relationships with the public and coworkers.
6. Customer service skills.
7. Ability to perform multiple tasks.
8. Office skills, including emphasis on workplace attendance and punctuality.
9. Ability to make independent decisions in receptionist area upon completion of training.
10. Ability to sort and organize incoming and outgoing mail/parcels.